



Carolinas HealthCare System

November 15, 2018

Matthew Gleason  
[REDACTED]

Dear Mr. Gleason:

Thank you for taking the time to speak with me regarding your October 4, 2018 visit to the Emergency Department at Carolinas HealthCare System Pineville.

In response to your concerns regarding the cost of your visit, I performed a detailed review of your medical record and itemized charges and requested a review from Medical Audit. My review found that your charges are correct based on the services received in our department. In addition, Medical Audit found the visit was coded correctly. I understand you may be frustrated with the cost of your visit; however, based on these findings, we are not able to make any adjustments to your account.

Should you have any additional questions or concerns you may reach me at [REDACTED].  
I hope this letter finds you well.

Sincerely,

Josh Crawford, RN  
Nurse Manager  
Emergency Department  
Carolinas HealthCare System Pineville

cc: Administration

Completion Date: November 15, 2018



# Atrium Health

Edward J. Brown III  
Chairman

Eugene A. Woods, FACHE  
President and CEO

December 12, 2018

Mr. Matthew Gleason  
[REDACTED]

RE: Account #: [REDACTED]  
Date of Service: October 4, 2018

Dear Mr. Gleason:

Thank you for contacting the Customer Service Department at Atrium Health regarding your account. You requested a review of the following charges:

- |                       |                                 |
|-----------------------|---------------------------------|
| ✓ Charge # [REDACTED] | (ED VISIT LEVEL 5)              |
| ✓ Charge # [REDACTED] | (ELECTROCARDIOGRAM)             |
| ✓ Charge # [REDACTED] | (DX CHEST 2 VIEWS)              |
| ✓ Charge # [REDACTED] | (TROPONIN QUANTITATIVE)         |
| ✓ Charge # [REDACTED] | (COMPREHENSIVE METABOLIC PANEL) |
| ✓ Charge # [REDACTED] | (CBC AUTO W/AUTO DIF)           |
| ✓ Charge # [REDACTED] | (URINALYSIS MICRO ONLY)         |

Charge # [REDACTED] (ED VISIT LEVEL 5) is the facility charge for the emergency department visit. The level is based on the presenting problem that brought you to the emergency department, the treatment provided, and the nursing staff that took care of you. It also includes the room, supplies, and equipment utilized during the visit. The charge is not based on time spent in the facility or with clinicians.

Charge # [REDACTED] (ELECTROCARDIOGRAM) is the facility charge for an EKG. A test that evaluates the electrical activity of your heart.

Charge # [REDACTED] (TROPONIN QUANTITATIVE) is a laboratory test that aids in determining if heart damage has occurred.



Mr. Matthew Gleason  
December 12, 2018  
Page Two

A detailed review of the medical record was completed. Medical record documentation supports charge # [REDACTED] (ED VISIT LEVEL 5) was appropriate for the following reasons:

- ✓ Patient was examined by an emergency department provider for evaluation of a syncopal episode, lightheadedness, and nausea.
- ✓ Patient arrived in the emergency department by EMS (Emergency Medical Services).
- ✓ Patient had an EKG (electrocardiogram) with results reviewed by the emergency department provider.
- ✓ Patient had a chest x-ray with results reviewed by the emergency department provider.
- ✓ Patient had blood drawn for laboratory testing with results reviewed by the emergency department provider.
- ✓ Patient had urine collected for laboratory testing with results reviewed by the emergency department provider.
- ✓ Patient received discharge instructions.

Thank you for allowing us the opportunity to investigate and respond to your request. If you have additional questions, please contact the Customer Service Department at [REDACTED].

Sincerely,

Audit and Appeals Department

LWB/lw